

DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



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To: All TANF Cash Assistance Policy Manual Holders

From: Del Bock, TANF Program Policy Specialist
Public Assistance Bureau, Central Office.

Subject: TANF Cash Assistance Bulletin TB-37

This bulletin replaces **TB-27**. Please place this bulletin at the beginning of the TANF Manual, Section 1512-1.

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SECTION: Case Management
Case Transfer

SUBJECT: Case Transfer Process

EFFECTIVE DATE: 8/1/07

INTRODUCTION: TANF Reauthorization regulations contained in the Deficit Reduction Act of 2005 limited the allowable work activities that may be used to meet the federal TANF Work Participation Rate. Because of these changes, it is vital that we continue as many participants as possible, in allowable work activities, on a consistent basis.

POLICY: Often, when a participant requests that their case be transferred to another county, they are not actively engaged in allowable work activities throughout the case transfer period. Based on the strict requirements for participation in work activities and the potential impact on the work participation rate of not having full participation during the case transfer period, the following process has been implemented effective 8/1/07:

Please note that there is a different process to follow when a household is being served by the Tribal NEW Program.
(See section titled Tribal NEW for process.)

WORC REFERRAL PROCESS:

CASE MANAGEMENT FOLDER

When a request for transfer is received the OPA Eligibility Case Manager will request the "Case Management Folder" from the WoRC Case Manager. The WoRC Case Manager will compile the folder and give it to the OPA Case Manager within **two (2) working days of the request**. The OPA Case Manager will send both the WoRC Case Manager Folder and the OPA Case Folder to the OPA in the new county.

CASE TRANSFER REQUEST BETWEEN 1-15th OF MONTH:

If the request to transfer to a new county is made between the 1-15th of the month, the OPA Case Manager must notify the WoRC Case Manager immediately.

Sending WoRC Case Manager:

The WoRC Case Manager must immediately take the following steps:

1. End date the current activities on the last day of the week in which the request is received.
2. Add JBS or other appropriate activities for the remaining weeks in the current month, based on a discussion with the participant regarding the reason for moving, what activities they will be involved in, etc.
3. CARC the WoRC portion of the case to the JXX999 worker in the receiving county.
 - If the case is being CARCed to a different service county, TEAMS will remove the WoRC Case Manager authorization on EMPS for the next month and any future months, if they are authorized.
 - TEAMS will remove the OPA Case Manager authorization on EXPD for the next month, if it is authorized.
 - TEAMS will set referral on RELI for receiving county J worker.
 - TEAMS will set an alert for the existing "T" worker, unless it is a T XX 9 99 worker (e.g., OPA staff has already CARCed their portion of the case). The alert will state: "TANF deauthorized due to case transfer".

Sending OPA Case Manager:

The OPA Case Manager will take the following steps:

1. CARC the OPA portion of the case to the TXX999 worker in the receiving county.
 - If the case is being CARCed to a different service county, TEAMS will remove the OPA Case Manager authorization on EXPD for the next month, if it is authorized.
 - TEAMS will remove the WoRC Case Manager authorization on EMPS for the next month and any future months, if they are authorized.

- TEAMS will set referral on RELI for receiving county T worker.
 - TEAMS will set an alert for the existing “J” worker, unless it is a J XX 9 99 worker (e.g., WoRC staff has already CARCed their portion of the case). The alert will state: “EMPS deauthorized due to case transfer”.
 - TEAMS will leave the WRC component open on the FIA.
2. Send TEAMS notice X024 indicating case has been transferred as requested and noting requirement to contact the receiving county **by the end of the current month** to negotiate a FIA/EP for the next month.

**CASE TRANSFER
REQUEST AFTER
15th OF MONTH:**

If the request to transfer to a new county is made after the 15th of the month, the OPA Case Manager must notify the WoRC Case Manager immediately.

**Sending WoRC
Case Manager:**

The WoRC Case Manager will take the following steps:

1. Update current month’s activities if appropriate.
2. Update the activities for the next month if appropriate based on the participant’s situation. Authorize EMPS for the next month if not already authorized.
3. CARC the WoRC portion of the case to the JXX999 worker in the receiving county.
 - If the case is being CARCed to a different service county, TEAMS will remove the WoRC Case Manager authorization on EMPS for the future month(s), if they are authorized. The next month will remain authorized.
 - TEAMS will set referral on RELI for receiving county J worker.
 - TANF for the next month will remain authorized.

**Sending OPA
Case Manager:**

The OPA Case Manager will take the following steps:

1. CARC the OPA portion of the case to the TXX999 worker in the receiving county.
 - If the case is being carced to a different service county, TEAMS will remove the WoRC Case Manager authorization on EMPS for the future month(s) if they are authorized. The next month will remain authorized.
 - TEAMS will set referral on RELI for receiving county T worker.
 - TEAMS will set an alert for the existing “J” worker, unless it is a J XX 9 99 worker (e.g., WoRC staff has already CARCed their portion of the case). The alert will state: “EMPS deauthorized due to case transfer”.

- TEAMS will leave the WRC component open on the FIA.

NOTE: There is no need to look at deauthorizing TANF (EXPD) for the “future month” since TEAMS only allows an IU to be one month in the future.

2. Send TEAMS notice X024 indicating case has been transferred as requested and noting requirement to contact the receiving county by the **15th of the next month** to negotiate a FIA/EP for the future month.

**RECEIVING WORC
CASE MANAGER:**

The receiving county WoRC Case Manager will take the following steps regardless of when the request for transfer was made:

1. Begin outreach services to participant immediately:
 - Contact the participant by phone if possible to schedule an appointment to update the Employability Plan; or
 - Send a letter scheduling an appointment to update the Employability Plan. This letter should also remind the participant of their obligation to negotiate a FIA/EP and to provide verification and documentation of participation in work activities.
2. Review case notes on TEAMS and review “Case Management Folder” in preparation for the Employability Plan negotiation.
3. Set alert to send request for closure to OPA if participant does not negotiate a FIA/EP based on the timelines outlined above.

**RECEIVING OPA
CASE MANAGER:**

The receiving county OPA Case Manager will take the following steps regardless of when the request for transfer was made:

1. Send TEAMS notice A035 “TRANSFER IN-FIA/EP APPNT SCHED” to participant using timelines outlined above, depending on the date of the transfer request.
2. Based on the TANF deauthorization and the fact that the TANF case may close if the individual does not respond to negotiate a FIA/EP, the TANF grant amount must be removed from the FS budget. (This is similar to the non-compliance adjustment process that is followed when a work-eligible parent is sanctioned.) Please refer to the FS manual section 602-5 for that process.
3. Set alert to close case and give timely notice if participant fails to negotiate a new FIA/EP based on the timelines outlined above.

TRIBAL NEW REFERRAL PROCESS:

CASE TRANSFER REQUEST PRIOR TO TANF ISSUANCE

When a request to transfer a case is received, the case is currently receiving case management services through the Tribal NEW program and TANF benefits for the following month have **NOT** been issued, the OPA Case Manager must notify the Tribal NEW Case Manager immediately.

Sending OPA Case Manager:

The OPA Case Manager must immediately take the following steps:

1. End date the NEW component code the last day of the current month, if benefits have not been issued for the following month. (TANF benefits will be deauthorized for the following month.)
2. Enter a WRC component with a start date the first of the following month, open to 999999.
3. Send notice to the participant indicating that they must contact the OPA Case Manager in the receiving county as soon as possible to determine whether or not they will be referred to WoRC or to Tribal NEW for case management services in the new county.

The notice must state that benefits will be delayed until they contact the OPA Case Manager and are referred to either WoRC and/or Tribal NEW in the new county. If they are referred to WoRC in the new county, they must negotiate an Employability Plan (EP) prior to issuance of benefits.

4. CARC the case to the TXX999 worker in the receiving county.
5. Contact the receiving OPA, notify them of the case transfer and request a priority appointment for the participant to be referred to WoRC in the new county, and/or the Tribal NEW program if appropriate.

RECEIVING OPA CASE MANAGER:

The receiving county OPA Case Manager will take the following steps:

1. Send TEAMS notice A035 "TRANSFER IN-FIA/EP APPNT SCHED" to participant indicating that a priority appointment has been scheduled for them to negotiate their FIA/EP. This notice should also remind the household that the next month's benefits may be delayed until they contact the OPA and negotiate a FIA/EP.

2. Based on the TANF deauthorization and the fact that the TANF case may close if the individual does not respond to negotiate a FIA/EP, the TANF grant amount must be removed from the FS budget. (This is similar to the non-compliance adjustment process that is followed when a work-eligible parent is sanctioned.) Please refer to the FS manual section 602-5 for that process.
3. Set alert to close case and give notice if participant fails to negotiate a new FIA/EP.

**CASE TRANSFER
REQUEST AFTER
TO TANF ISSUANCE**

When a request to transfer a case is received, the case is currently receiving case management services through the Tribal NEW program and TANF benefits have been issued for the following month, the Tribal NEW component cannot be end-dated until the last day of the following month. Based on this, the following steps must be taken.

**Sending OPA
Case Manager:**

The OPA Case Manager must immediately take the following steps:

1. End date the NEW component code the last day of the following month; if benefits have been issued for the following month.
2. Enter a WRC component with a start date the first of the future month, open to 999999.
3. Send TEAMS notice X024 notice to the participant indicating their case has been transferred as requested and that they must contact the OPA Case Manager in the receiving county as soon as possible to determine whether or not they will be referred to WoRC or to Tribal NEW for case management services in the new county.

The notice should indicate that even though their benefits were issued, if the receiving county determines they are an appropriate referral to WoRC, not to Tribal NEW, or if Tribal NEW is not available in the receiving county, they must negotiate an EP with the WoRC Program for the month or face case closure.

4. CARC the case to the TXX999 worker in the receiving county.
5. Contact the receiving OPA, notify them of the case transfer and request a priority appointment for the participant to be referred to the Tribal NEW program in the new county, if appropriate and/or referred to WoRC.

**RECEIVING OPA
CASE MANAGER:**

The receiving county OPA Case Manager will take the following steps:

1. Send TEAMS notice A035 "TRANSFER IN-FIA/EP APPNT SCHED" to participant indicating that a priority appointment has been scheduled for them to negotiate their FIA/EP.

The notice should indicate that even though their benefits were issued, if the new county determines they are an appropriate referral to WoRC, not to Tribal NEW; or if Tribal NEW is not available in the new county, they must negotiate an EP with the WoRC Program or face case closure.

2. Set alert to close case and give notice if participant fails to negotiate a new FIA/EP.
3. When the participant contacts the OPA, if they are an appropriate referral to WoRC, the OPA must do a **manual** referral to WoRC. The OPA must also contact the WoRC program to ensure they are aware of the manual referral and the need for a priority appointment.

RECEIVING WORC CASE MANGER

If the WoRC Program receives a manual referral from the OPA, they will need to negotiate a **manual** EP for one month with the participant using the HCS-781B form. If the participant fails to negotiate an EP, the TANF case will be closed. If the participant negotiates an EP, but fails to comply with the negotiated work activities, a recommendation for sanction must be initiated.

UPDATED MANUAL MATERIAL WILL BE DISTRIBUTED AS SOON AS POSSIBLE. UNTIL THAT TIME, USE THIS BULLETIN AS A GUIDE. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR REGIONAL POLICY SPECIALIST.
Thank you.